



Stock Clerks and Order Fillers

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Job Overview

Stock Clerks

Stock Clerks and Order Fillers are employed in a wide variety of businesses throughout the supply chain at grocery, convenience, and discount stores, general warehousing and storage, and wholesale suppliers. Attractive well-stocked displays and shelves in grocery and retail stores are the result of the hard work of Stock Clerks.

Job duties vary according to the employer's business needs. Generally, Stock Clerks and Order Fillers receive, unpack, store, and track incoming merchandise or materials against purchase orders and other documents. They check incoming merchandise for damage, verify that the correct quantity was received, and take action if anything is wrong. Stock Clerks sort and mark items with identifying codes, such as price or inventory control codes to ensure that stock can be easily located. They move and lift cartons of various sizes and weights.

Before filling available storage space, Stock Clerks compute storage limits, such as height, weight, shape, and expiration dates of items to be stored. They arrange merchandise or materials in storage areas by type, size, or style. In retail stores, Stock Clerks move merchandise from storage areas to the sales floor and restock shelves and racks.

Stock Clerks and Order Fillers may use a wide variety of tools, such as forklifts, weighing scales, and pallet movers. They may use handheld scanners to conduct inventory control counts to identify reorder needs.

Order Fillers

Order Fillers take incoming customer orders and either hold the products for customer pick-up or ship the goods directly to the customer. Duties also include computing prices of items, completing order receipts, keeping records of outgoing orders, and ordering additional materials and supplies.

Typical Tasks

Stock Clerks

- ➔ Answer customer questions about merchandise and advise customers on merchandise selection.
- ➔ Itemize and total customer merchandise selection at checkout counter, use cash register, and accept cash or charge card for purchases.
- ➔ Take inventory or examine merchandise to identify items to be reordered or replenished.

Stock Clerks and Order Fillers

- ➔ Pack customer purchases in bags or cartons.
- ➔ Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
- ➔ Receive, open, unpack, and issue sales floor merchandise.
- ➔ Requisition merchandise from supplier based on available space, merchandise on hand, customer demand, or advertised specials.

Order Fillers

- ➔ Read orders to determine catalog numbers, sizes, colors, and quantities of merchandise.
- ➔ Obtain merchandise from bins or shelves.
- ➔ Compute prices of items or groups of items.

*Detailed descriptions of this occupation may be found in the Occupational Information Network (O*NET) at online.onetcenter.org.*

Important Skills, Knowledge, and Abilities

- ➔ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ➔ Speaking — Talking to others to convey information effectively.
- ➔ Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- ➔ Coordination — Adjusting actions in relation to others' actions.
- ➔ Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- ➔ Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ➔ English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ➔ Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- ➔ Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- ➔ Trunk Strength — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- ➔ Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- ➔ Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Work Environment

Most Stock Clerks work indoors with good lighting and ventilation. However, some Clerks may work in cold storage units handling frozen or refrigerated goods. Some Stock Clerks and Order Fillers may work outside on loading docks in all types of weather. The job is very strenuous, requiring long periods of standing, walking, stooping, bending, and moderate-to-heavy lifting.

Stock Clerks and Order Fillers

Some employers may require employees to wear safety equipment such as gloves, boots, helmets, and safety glasses to prevent injuries.

Hours and shifts vary depending upon the nature of the employer's business. Stock Clerks and Order Fillers generally work 8 hours a day, 40 hours a week. Retail workers may work evening and weekend shifts. Supermarket employees may work late evening shifts. Some companies may require overtime hours during busy seasons.

Some Stock Clerks may belong to the United Food and Commercial Workers Union or to the Teamsters Union.

California's Job Outlook and Wages

The California Outlook and Wage table below represents the occupation across all industries.

Standard Occupational Classification	Estimated Number of Workers 2004	Estimated Number of Workers 2014	Average Annual Openings	2006 Wage Range (per hour)
Stock Clerks and Order Fillers				
43-5081	178,600	174,000	6,610	\$8.49 to \$13.83

Wages do not reflect self-employment.

Average annual openings include new jobs plus net replacements.

Source: www.labormarketinfo.edd.ca.gov, Employment Projections by Occupation and OES Employment & Wages by Occupation, Labor Market Information Division, Employment Development Department.

Trends

The largest number of Stock Clerks and Order Fillers are employed in the supermarket and grocery store industry. Employment of Stock Clerks and Order Fillers is expected to remain stable for all occupations over the 2004-2014 period. The expansion of automation in factories and stores, and the growing use of computers for inventory control along with the use of complex conveyor belts will lower the demand for Stock Clerks and Order Fillers. However, opportunities will continue to arise from the need to replace Stock Clerks and Order Fillers who retire or leave the labor force for other reasons. In contrast, the number of Stock Clerk and Order Filler positions in grocery, department, and apparel stores are less affected by technology because most of the work is performed manually and is difficult to automate.

Training/Requirements/Apprenticeships

Stock Clerks and Order Fillers usually follow one of the following training paths:

- ➡ High School diploma or equivalent
- ➡ Regional occupational programs
- ➡ Adult education
- ➡ On-the-job training

Recommended High School Course Work

High school preparation courses in language arts, business mathematics, general business, and computer technology are helpful.

Stock Clerks and Order Fillers

Where Do I Find the Job?

Direct application to employers remains one of the most effective job search methods. Use the *Search for Employers by Industry* feature on the *Career Center* page at www.labormarketinfo.edd.ca.gov to locate employers in your area. Search under the following industry names to get a list of private firms and their addresses:

- ➔ Camera and Photographic Supplies Stores
- ➔ Computer and Software Stores
- ➔ Convenience Stores
- ➔ Department Stores (including Discount Department Stores)
- ➔ Fruit and Vegetable Markets
- ➔ General Warehousing and Storage
- ➔ Household Appliance Stores
- ➔ Meat Markets
- ➔ Radio, TV & Other Electronics Stores
- ➔ Supermarkets and Other Grocery Stores
- ➔ Temporary Help Services

Search these **yellow page** headings for listings of private firms:

- ➔ Computer Dealers
- ➔ Department Stores
- ➔ Freight Traffic Consultants
- ➔ Grocers & Markets, Retail
- ➔ Inventory Service
- ➔ Shipping Services
- ➔ Warehouses-Public-Commercial

Where Can the Job Lead?

Individuals interested in advancement may benefit from enrolling in adult education or community college courses in merchandising, inventory control, business math, and supervision. With experience, Stock Clerks and Order Fillers may promote to positions such as chief stock clerk, purchasing agent, or warehouse manager.

Related Occupations

Insurance Claims and Policy Processing Clerks
Merchandisers, Sales Floor Stock Clerks (see *Occupational Guide No. 575*)
Office Clerks, General (see *Occupational Guide No. 295*)
Procurement Clerks
Production, Planning, and Expediting Clerks (see *Biotechnology Careers*)
Shipping, Receiving, and Traffic Clerks (see *Logistics Profile*)
Stock Clerks (see *Occupational Guide No. 74*)
Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Other Sources

California Association of Regional Occupational Centers and Programs
www.carocp.org

Council of Supply Chain Management Professionals
www.cscmp.org

International Brotherhood of Teamsters
www.teamster.org

International Warehouse Logistics Association
www.iwla.com

United Food and Commercial Workers
www.ufcw.org